



# County of Los Angeles CHIEF EXECUTIVE OFFICE

Kenneth Hahn Hall of Administration  
500 West Temple Street, Room 713, Los Angeles, California 90012  
(213) 974-1101  
<http://ceo.lacounty.gov>

WILLIAM T FUJIOKA  
Chief Executive Officer

August 18, 2008

To: Supervisor Yvonne B. Burke, Chair  
Supervisor Gloria Molina  
Supervisor Zev Yaroslavsky  
Supervisor Don Knabe  
Supervisor Michael D. Antonovich  
From: William T Fujioka  
Chief Executive Officer

Board of Supervisors  
GLORIA MOLINA  
First District

YVONNE B. BURKE  
Second District

ZEV YAROSLAVSKY  
Third District

DON KNABE  
Fourth District

MICHAEL D. ANTONOVICH  
Fifth District

## DIALING 9-1-1 WITH NEW PHONE TECHNOLOGIES

On July 15, 2008, on motion by Supervisor Knabe, your Board requested this Office, in consultation with the Auditor-Controller and affected departments, to report back within 30 days with information regarding "Dialing 9-1-1 With New Phone Technologies." The Board order identified concerns that Voice over Internet Protocol (VoIP) and wireless services would not identify the location of the caller if not properly implemented or if the latest equipment is not used. In response, this Office along with the Departments of the Sheriff, Fire, and Internal Services, as well as the Office of the Auditor-Controller and Chief Information Officer, collaborated to provide information concerning improvements of dialing 9-1-1 with new phone technologies that address the concerns expressed by your Board.

### Recent Legislation

A week after this request, President Bush signed into law HR 3403, the New and Emerging Technologies 911 Improvement Act of 2008. This legislation addresses many of the VoIP and wireless 9-1-1 issues that have concerned safety officials and your Board. The primary concern was the ability for safety officials to locate the origination of emergency calls when placed from wireless or VoIP phones. The following is a summary of the new legislation:

- Requires VoIP companies to provide 9-1-1 and Enhanced 9-1-1 (E9-1-1) in accordance with Federal Communication Commission (FCC) regulations. Requires owners of the E9-1-1 infrastructure to provide open access to VoIP providers for the completion of E9-1-1 service pursuant to FCC rules.

*"To Enrich Lives Through Effective And Caring Service"*

**Please Conserve Paper – This Document and Copies are Two-Sided  
Intra-County Correspondence Sent Electronically Only**

- Provides liability protection for Public Safety Answering Points (PSAP) providers and their vendors consistent with current state liability laws for all communication services required by the FCC to provide 9-1-1/ E9-1-1. Also pertains to services that voluntarily provide information to PSAP, in the absence of an FCC requirement, with approval from the appropriate state or local 9-1-1 governing authority.
- Confirms state authority to impose and collect 9-1-1 fees from VoIP and wireless providers given that the fees are being used for their intended purpose. Requires the FCC to report annually to Congress on the status of the imposition and collection of 9-1-1 fees in the states, including if fees are being used for purposes not provided in the statute adopting the fee.
- Amends ENHANCED 9-1-1 Act to make PSAP grant funds available for Phase II wireless upgrades and also for the "migration to an IP-enabled emergency network" which broadens the eligible use of Federal 9-1-1 funds.
- Extends customer privacy protections to VoIP services.

### **Impact on County Government**

On a related issue, this Office confirmed that all County buildings that utilize VoIP technology do provide correct information, such as building address and a phone number to safety officials responding to emergency 9-1-1 calls. The following public safety efforts regarding wireless and E9-1-1 are currently underway:

- The wireless E9-1-1 project team is implementing a new system that routes 9-1-1 calls from cell phone users in Sheriff's jurisdictional areas directly to the closest Sheriff's station. Previously, calls were routed through the California Highway Patrol (CHP) and transferred to the appropriate Sheriff station. This streamlined system will eliminate delays callers have experienced in reporting emergencies by cutting out one significant delay.
- At the urging of the FCC, the State has been enhancing wireless 9-1-1 technology and shifting responsibility for answering the calls to local agencies. The new system should provide quicker responses from the Sheriff's Department, County Fire Department, and CHP. The technology includes a mapping system that enables PSAP to automatically determine a caller's location by looking at a map. This new technology will also provide PSAP with: the caller's location to within 50 meters, the caller's telephone number, cellular site location relaying the call, wireless provider with a contact number, and longitude and latitude of the caller. All this will greatly enhance emergency response times for cellular users.
- Norwalk was the first station to utilize this new technology and cutover on January 17, 2007. Lakewood Station was the latest Sheriff's station to receive E9-1-1 phone service. Since July 21, 2008, 16 of the 22 stations are currently

Each Supervisor  
August 18, 2008  
Page 3

receiving cellular calls, with the remaining six stations to be operational by January of 2009.

### **Impact on County Residents**

Although no minimum standard of service currently exists for all VoIP providers, they do offer some form of 9-1-1 service. New regulations will help ensure all VoIP providers meet a minimum standard of providing 9-1-1 service for consumers.

One issue not specifically addressed by the new legislation is how to ensure that 9-1-1 centers obtain updated location information of a caller when a VoIP device is moved. Although, VoIP systems allow for movement of devices much more easily than traditional phone systems, current technology does not identify a VoIP caller's location unless that location has been programmed into the system. For this reason, at the present time it is incumbent on the user to update their location information when a VoIP device is moved or to insure that the caller provides accurate location information when making a 9-1-1 call.

Please let me know if you have any questions or your staff may contact James Hazlett at (213) 974-1148 or [jhazlett@ceo.lacounty.gov](mailto:jhazlett@ceo.lacounty.gov).

WTF:ES  
MKZ:JR:JH

c: Sheriff  
Fire Chief  
Executive Officer, Board of Supervisors  
Acting Auditor-Controller  
Interim Chief Information Officer  
Interim Director of Internal Services